

MEETING NOTES

October 7, 2020

Remote Zoom Call

Partners: Aaron Flaster (Community Collaboratory), Belina Van (Catholic Community Services), Dorene Cornwell (Community Member), Jean Kim (Puget Sound Regional Council), Jon Morrison Winters (Aging and Disability Services), Judy Brown (UW Medicine Northwest), Julie Povick (Seattle Children's), Lisa Hirohata (Kaiser Permanente), Mark Smutny (Sound Generations), Marlee Fischer (Seattle-King County Public Health), Myani Guetta (HealthierHere), and Tamara Liebich-Lantz (South King Fire and Rescue/Valley Regional Fire Authority).

Presenters: Gracious Gamaio (UniteUs) and Sarah Standish (HealthierHere)

Staff Support: Bebhinn Gilbert, Cassidy Giampetro, and Staci Sahoo

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 9:35am. All attendees provided introductions.

Attendees introduced themselves. Announcements were encouraged to be saved for the roundtable sharing portion of the meeting.

PRESENTATION: REGIONAL COMMUNITY INFORMATION EXCHANGE

Gracious Gamaio, Unite Us, and Sara Standish, HealthierHere

The Committee received a presentation from Gracious Gamaio of Unite Us and Sara Standish of HealthierHere on their respective organization's joint venture to pursue a regional community information exchange in King County and our larger region.

This partnership is supported by HealthierHere, a regional partnership committed to working in new ways to improve the health and well-being on King County residents. This joint effort is motivated through HealthierHere's Connect2Community network, which seeks to strengthen the coordination of care for those in need by connecting people, service organizations, and community partners more quickly and effectively. The Connect2Community network is owned and governed by the community and signifies a unified network across clinical and community organizations.

The Connect2Community network has outlined sets of criteria by which to judge and create a shared community information exchange. The tiered functionality prioritized by the network is as follows:

- Basic requirements
 - Data integration
 - Community and clinical partners
 - Interoperability
 - Shared language

- Prioritized functionalities
 - Care Team info
 - Bi-directional referrals
 - Resource database
 - Shared care planning
 - Longitudinal record
 - Patient access
- Future considerations
 - Analytic support
 - Eligibility access/status
 - Alerts and notifications
 - Shared notes

Through this prioritization development process, the HealthierHere and Connect2Community network have established expectations for a community information exchange that meets their demands.

Unite Us is working with HealthierHere to accomplish these goals. Unite Us offers a digital infrastructure to support individuals seeking services across the nation. In its work with HealthierHere, it shares a vision for a person-centered, community-based system where people can easily connect to the right service, where service providers can view, coordinate, and collaborate on their client's care beyond the services they provide, and where outcome data is tracked to be leveraged to demonstrate impact and improve access. The Unite Us platform works with network partners to send and receive referrals, share client updates, and actively maintain platform profiles. Other stakeholders include various local funding partners, convening partners, and the broader Unite Us network that offers technology support.

The Unite Us platform uses any any-door approach. Once an agency is signed up and trained to use the system, they may utilize it to prompt cross-agency referrals to other organizations, track these referrals, and receive referrals from other providers. The referral flow works so that a service provider working within the community information exchange network can refer a client who may need services beyond the scope of what they provide to other providers. Unlike traditional referral, the Unite Us platform allows for client information to be shared longitudinally through a secure and compliant interface. It expands the scope of how providers can be connected with clients, offers more insight into a client's journey through a support network, and breaks down the silos associated with tracking client data.

Being added to the Unite Us information exchange network is of no cost to the provider. Unite Us offers training to interact with the interface for organizations. Service providers can reach Gracious at gracious.gamiao@uniteus.com to learn more and get involved!

The Access to Healthcare Committee had many thoughts and questions after the presentation. View the discussion below.

Q: Many clients fall in the gray areas between Medicaid and Medicare eligibility. Are these people served in through this platform?

A: This network includes programs that do and do not have insurance requirements. So plugging them within this network can offer clients resources that meet their eligibility regardless of what resources they're already connected with.

Q: How can we grow capacity within our service network to serve clients who fall in the gray area of coverage?

A: By collecting data on what clients need and where they are being referred to, or what needs are not being met, this network is developing data to better address needs. The community-led structure that HealthierHere imparts upon the project also allows communities to elevate needs through the advisory and Committee structures that guide their work. The network is always trying to grow and bring in more partners who can help clients get their needs met.

Q: How are referrals tracked? Can providers see when a referral is fulfilled?

A: The platform allows you to see the status of referrals, which is updated by the respective service provider. This feature allows service providers to expand upon the status; for example, it offers an information section where a provider can explain why a referral was rejected.

Q: What is the timeline on this partnership?

A: The community information exchange through Unite Us has been live for 18 months. It is continuing to recruit providers to integrate into the network. If interested, service providers are asked to complete a registration form and receive a training to use the platform. The Connect2Community network is still in its design phase and will grow more over the coming years.

After the presentation, the Committee discussed how an interface of this kind advances Committee goals of connection, collaboration, and assessing community needs. They also discussed how the effort mirrors the King County Mobility Coalition's One-Call One-Click work, which is more focused and capable of understanding the nuance of transportation services. The group reflected on what makes referral to transportation unique and more complicated to accommodate in the community information exchange network. This is particularly visible when it comes to referrals, as transportation providers do not usually actively seek out clients, and when it comes to ensuring a service has been completed or provided, as there is not always follow-up to ensure a client has successfully taken a ride. The Committee sees value in working with this community information exchange in order to advocate for a more applicable integration of transportation services.

For questions about joining the Unite Us platform, contact Gracious Gamiao at gracious.gamiao@uniteus.com. For questions about HealthierHere and the Connect2Community network, contact Sara Standish at sstandish@healthierhere.org.

DISCUSSION: CARE MOBILITY REWARDS PROGRAM

The Care Mobility Rewards Program is a joint project between the Access to Healthcare Committee and South King County Mobility Coalition. It offers incentivized transportation for medical- and wellness-related rides for patients with a high-risk of hospital readmission upon discharge, with the goal of reducing hospital readmission rates. The grant comes from the Community Transportation Association of America (CTAA). For this pilot, the program is working with Valley Medical Center to enroll patients

and Hopelink Transportation Brokerage to provide rides. To learn more about this program, view the [Care Mobility Rewards Program Overview sheet](#).

After receiving an extension to the pilot grant due to COVID-19 impacts, the Care Mobility Rewards Program is now providing trips until October 15th. With this date drawing closer, the internal Care Mobility Rewards team is now looking to receive feedback from main pilot partners – including the Access to Healthcare Committee. This feedback is meant to be reflective of the pilot in total in a way that can help the evaluation team as they form recommendations for a sustainable program.

Before opening the discussion for feedback, Cassidy reviewed program numbers. The program has had 23 enrollments and performed 355 trips, with an increase in trips occurring in September from August – making it the month with the second highest trips taken, behind May.

An attendee shared that reviewing the numbers affirms the need for the pilot and demonstrates the value in providing this service. They believed the pilot has potential to grow and continue fulfilling a need over time.

Another member inquired about the way the program qualified the wellness trips that enrollees were encouraged to take. They expressed that they found value in this programmatic element and like the idea that it can be made responsive to patient needs.

The group generally shared that they did not feel comfortable enough with the program to provide feedback. While they were interested in continuing to discuss the topic of providing transportation to high-risk discharge patients, they encouraged a more thorough programmatic recap prior in order to loop in all members who may not attend meetings with consistency.

For more information on the Care Mobility Rewards Program or to share any thoughts, contact Cassidy Giampetro at CGiampetro@hopelink.org.

ROUNDTABLE SHARING

Time did not allow for robust roundtable sharing, so two announcements were prioritized. They were the following:

- Cassidy updated the group about the King County Mobility Coalition's continuing efforts to establish a One-Call One-Click. The Coalition will be submitting an application to fund the foundations on a One-Click system and begin the process of compiling GTFS-flex data with providers in King County through the Washington State Department of Transportation's Consolidated Grant funding.
- Mark Smutny shared out that Sound Generations Hyde Shuttles have implemented a number of changes. The transportation service will now accept next-day reservations as well as same-day reservations with limited capacity. These reservations can be made on the Hyde Shuttle website or by calling. They are marketing services to healthcare providers. The service has also expanded into the Skyway area and plans to introduce a service area in Kent in February 2021.

ACTION ITEMS

- Cassidy to share information on how to join advisory group and workgroup for the Healthier Here and UniteUs Community Network project.
- Cassidy to share more information on CMRP and the feedback questions
- Cassidy to share out letter of support OCOC template for interested partners

NEXT MEETING

December 2, 2020 from 9:30am to 11am, Zoom

ACCESS TO HEALTHCARE STAFF SUPPORT

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